DATE

Dear [Member Name:]

During these hard times, your health and safety is important. We are taking extra steps to make sure your visit is safe during the COVID-19 pandemic. Please come in for your routine well-care visits, tests and shots. We can also answer your questions about the COVID-19 vaccine. All well-care visits and vaccinations are no cost for CalOptima members.

**The COVID-19 shot is safe:**

* It cannot give you COVID-19
* It cannot cause you to test positive for COVID-19
* It cannot change your DNA

If you were sick with COVID-19, you **still benefit** from getting a shot. It can help stop you from developing serious complications, if you get reinfected.

**To keep everyone safe,** **our staff will:**

* Wear masks at all times
* Clean rooms between exams
* Space out visits between patients
* Answer your questions over the phone or by email
* Offer telehealth visits

**To keep you safe in our office**:

* Make sure to wear a mask at all times.
* We have sanitizer for you to use.
* Use hand sanitizer when you arrive and leave our office.

Please call our office at <XXX-XXX-XXXX> to schedule your routine well-care visits and screenings, or for questions about the COVID-19 shot. We hope that you will take an active role in staying healthy! Getting the health care you need at the right time can improve your chances of living a healthier life.

Sincerely,

Dr. [Your Name Here]

Enclosures

Nondiscrimination Notice

Language Assistance Taglines

If you have questions, please call CalOptima Customer Service at **1-714-246-8500** or toll-free at **1-888-587-8088**, Monday through Friday, from 8 a.m. to 5:30 p.m. TDD/TTY users can call **1-800-735-2929**. We have staff who speak your language. You can also visit our website at [**www.caloptima.org**](http://www.caloptima.org).

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